

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application: Duane Firman  
Application No.: 10/624,160  
Filed: July 21, 2003  
For: *Methods, Systems and Computer Program Products for Correcting Errors in Service Orders*

Confirmation No. 6490  
Group Art Unit: 2179  
Examiner: Tuyetlien T. Tran

Date: February 1, 2008

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT AND RESPONSE TO  
OFFICE ACTION DATED NOVEMBER 1, 2007**

Sir:

Responsive to the Office Action dated November 1, 2007, please amend the above-identified application as shown.

If any extension of time for the accompanying response or submission is required, Applicant requests that this be considered a petition therefor. The Commissioner is hereby authorized to charge any additional fee, which may be required, or credit any refund, to our Deposit Account No. 50-0220.

**A Listing of the Claims** begins on page 2 below.

**Remarks** begin on page 6 below.